

2013 Customer Service Survey Results

Published March 2014

		STAFF		TIMELI NESS		FACILI TIES		COMP LAIN		INTER NET		PUBLI CATIO		OVER ALL
STRONGLY AGREE	65	68%	46	48%	41	43%	27	28%	48	51%	54	57%	0	0%
AGREE	20	21%	25	26%	18	19%	16	17%	21	22%	20	21%	91	96%
NEUTRAL	2	2%	13	14%	8	8%	6	6%	11	12%	5	5%	0	0%
DISAGREE	0	0%	2	2%	1	1%	0	0%	3	3%	0	0%	4	4%
STRONGLY DISAGREE	3	3%	4	4%	4	4%	3	3%	6	6%	3	3%	0	0%
N/A	5	5%	5	5%	23	24%	43	45%	6	6%	13	14%	0	0%
NO MARK	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Totals:	95	100%	95	100%	95	100%	95	100%	95	100%	95	100%	95	100%

Cards Sent 1500

Cards Returned 95

Percentage received: 6%

**2013 CUSTOMER SERVICE SURVEY
TEXAS FUNERAL SERVICE COMMISSION**

The Texas Funeral Service Commission (TFSC) is always trying to improve its customer service. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for taking the time to help us serve you better.

Please circle one: Responding as (a) establishment or individual, (b) ce provider, (c) consumer, (d) stake holder, (e) complainant, (f) respondent, (g) applicant

Please rate the TFSC by circling one of the following numbers:

1=Strongly Agree 2=Agree 3=Neutral 4=Disagree 5=Strongly Disagree 6=N/A

Staff:

Employee courtesy, friendliness	1	2	3	4	5	6
Knowledge	1	2	3	4	5	6
Did staff identify themselves to customers by name for accountability	1	2	3	4	5	6

Timeliness of Service/Communications:

Average amount of time a customer spends on hold	1	2	3	4	5	6
Timeliness of returned calls	1	2	3	4	5	6
Access to a live person	1	2	3	4	5	6
Letters/electronic mail	1	2	3	4	5	6

Facilities:

Ability to access the agency	1	2	3	4	5	6
Office location	1	2	3	4	5	6
Cleanliness	1	2	3	4	5	6

Complaint Handling Process:

Easy to file a complaint	1	2	3	4	5	6
Responsiveness	1	2	3	4	5	6
Timeliness	1	2	3	4	5	6
Access to a live person	1	2	3	4	5	6

Internet Site:

Ease of Use	1	2	3	4	5	6
Information found on the site	1	2	3	4	5	6

Publications:

Accuracy	1	2	3	4	5	6
Helpfulness	1	2	3	4	5	6
Presentation	1	2	3	4	5	6

Overall were you satisfied with the service you received from the TFSC? ☐ yes ☐ no

Please mail to TFSC, P.O. Box 12217, Capitol Station, Austin, TX 78701, or fax to 512-479-5064

Additional comments:

FAX COMPLETED SURVEY TO 512-479-5064